Job Description

Job title:	Senior Administrator
Department:	Fund Services
Reporting to:	Manager
Location:	Jersey

The Role

Job Purpose

To deliver a comprehensive first class administrative service to a varied portfolio of clients in line with the defined business activities. To maintain and enhance client relationships on own portfolio. To supervise and develop junior team members. All tasks to be carried out efficiently and effectively, in accordance with Crestbridge's procedures.

Key Result Areas

- Provide excellent levels of client service in line with Crestbridge standards, procedures and guidelines
- Maintain and update client documentation accurately
- Take responsibility for own personal development, in line with agreed annual performance objectives
- To act at all times in accordance with Crestbridge values

Primary Contacts

- Team junior staff
- Own team
- Business unit director
- Internal departments
- Intermediaries
- Own clients by telephone
- Own clients in person with superiors present
- Team clients by telephone (cover arrangements)
- Regulator by telephone for own clients
- External auditors for own clients

Requirements

*	Essential
+	Desirable

Qualifications	*	Table 5 Qualification
	*	Sound academic background
	+	Studying for or a willingness to study for: ○ ICSA Diploma ○ STEP Diploma ○ Diploma in Fund Administration ○ Any other Table 4 qualification
Experience	*	4 years relevant industry administration experience with at least 3 years' experience in running own portfolio, preferably with exposure to corporate clients
	+	Experience of developing and coaching others on a one to one basis
Knowledge	*	Working knowledge of Microsoft Office
	*	Good knowledge and understanding of current local finance industry legislation, regulatory requirements & working practices
	*	Understanding of basic client financial statements
Skills and Abilities	*	Manages conflicting and demanding deadlines
	*	Accepts responsibility
	*	Ability to delegate and coach
	*	Effective questioning style
Personal qualities	*	Enthusiasm to deliver
	*	Inquisitive
	*	Team player
	*	Flexibility
	*	Appropriate office conduct and attitude to work
Motivation	*	Strong commitment to client service excellence
	*	Desire to support and develop others
	*	Proactive and disciplined approach to work
	*	Progressive and takes responsibility for self-development
	*	Competence in carrying out their role and the tasks and duties associated with their role

Key Responsibilities

Your role may include, but will not be limited to, the following tasks which we call 'Defined Business Activities'. The list of defined business activities is not exhaustive and may be amended from time to time:

Timesheet

- Daily input of time on timesheet

CRM

- Review data and escalate amendments as required to maintain data integrity

Administration

- Administration of a varied portfolio of clients, in accordance with procedures
- Liaising with clients on day to day matters
- Responsibility for the maintenance of statutory books for own portfolio
- Responsibility for client appropriate regulatory documentation

Supervision

- Supervise more junior members of staff
- Delegate tasks on own portfolio to more junior members of staff
- Coach more junior members of staff in respect of client day to day activities
- Coach more junior members of staff in relation to Crestbridge procedures
- Monitor the workflow of more junior staff
- Coach more junior staff in relation to time management and prioritising skills

Incoming/outgoing funds

- Delegate payment instructions for own clients to more junior staff - as appropriate
- Review payment instructions prepared by more junior staff
- Understand the different requirements/process for payments for high risk clients
- Delegate monitoring of receipt for own clients to more junior staff - as appropriate

Correspondence

- Email day to day correspondence for own clients – ready for review by senior staff
- Delegate more basic correspondence to junior staff, if appropriate and review prior to verification by senior staff
- All day to day correspondence for own clients
- Delegation of covering letters sending documents out and basic letters to more junior staff

Organisation

- Monitor own pending tray
- Organise own workflow
- Prioritise own workload
- Dealing with matters in a timely manner

Diary

- Inputting tasks for own clients - delegating as appropriate
- Complete tasks for own clients

Periodic reviews

- Conducting reviews on own clients

Billing

- Analyse WIP for own clients
- Prepare BCF (Billing Control Forms)
- Send out invoices to clients - delegating as appropriate
- Settling invoices - delegating as appropriate
- Monitor and manage aged debts

Meetings

- Scheduling meetings
- Meeting requests - delegating as appropriate
- Attending meetings for own clients
- Attending meetings for senior staff's clients by request

Board pack preparation

- Preparing draft agenda
- Producing reports - delegating as appropriate
- Collating information reports - delegating as appropriate
- Circulating reports - delegating as appropriate

Minutes

- Draft minutes and resolutions for meetings for own clients
- Delegating and reviewing the drafting of basic minutes and resolutions for meetings for own clients
- Drafting minutes and resolutions for meetings attended for senior staff's clients by request
- Circulation of minutes to attendees for comments
- Finalising of minutes and arranging for signing

Checklists

- Draw down checklists – delegating as appropriate
- Distribution checklists – delegating as appropriate
- Investment checklists – delegating as appropriate
- Power of Attorney
- Client set up

Bookkeeping/accounts

- Assist with the review of accounts/financial statements

AML

- Requesting CDD documentation
- Understanding what is appropriate and acceptable

Administration

- Liaising with intermediaries in respect of own clients (including banks/agents and the JFSC registry)

General

- Provide support to team as necessary (e.g. systems and team specific procedures as well as back up)